Submit Void Claims Online
Quick Reference

Business Rules
o ONLY the billing provider can void claims.
o Claims must have a business status of "Paid" and application/processing status of "RA Generated" to be available for void processing.
o You must know the Transaction Control Number (TCN) or Claim Reference Number (CRN) of the claim you wish to Void
o The System will not allow a void request to be created if the user has saved any changes to the claim. Once any claim changes have been saved the void button is disabled.
o Once void is finalized, the original claim can never be replaced/voided again.

Action	Submit Void Claims Online – Void Claim	Notes
Void Claim	1. After you have logged into CHAMPS with your Single Sign On (SSO) user ID and password, select one of the following profiles: CHAMPS Full Access, CHAMPS Limited Access or Claims Access 2. Click the Claims tab at the top of the page 3. Click **Manage Claims** hyperlink 4. Click **Adjust/Void Claim Provider** hyperlink 5. Enter the **Transaction Control Number (TCN)** TCN: [ ] 6. Click the [Go] button 7. After the system has retrieved your claim click **Void** [Void] 8. Select **PIV-Provider Initiation Void** from the **Void Source** drop down Void Source: [▼] * 9. Enter the reason for voiding the claim in the **Comment** section Comment: [ ] 10. Click the [OK] button to submit the Void	• TCN must be at least 15 digits, if voiding a Legacy System claim enter 200 at the beginning of the Claim Reference Number (CRN) and 00 at the end (200xxxxxxxxxx00)

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